

Community Based Services Provider Meeting Presentation Summary



Facilitator: Rick Van Wagoner Provider Liaison, Contracts and Provider Network Management	Date: March 09, 2021 Time: 11:00 am-12:30pm Location: Microsoft Teams Next Meeting: May 11, 2021
Recorder: Susan Wood, Administrative Assistant	
Link to recorded meeting here.	

Agenda

- Welcome
- Provider Kudos
- Genoa Healthcare Overview
- CPNM Updates
- QBS/Safety Care Update
- COVID Reporting Reminder
- Quick Mars
- Residential Monitoring
- Face to Face Expectations
- Q&A; Michael Cupp, Director, Contracts and Provider Network Management
- 30 Second PSA; Michael Cupp, Director, Contracts and Provider Network Management

Provider Kudos



March 09, 2021

Congratulate, support, and show appreciation for our Providers and their Staff!!

***Rick recognized Rodney Reynolds, a long time care worker for many homes, recently worked for Tenacious Living and Christ Centered Homes who passed away suddenly and Ray Early, a long term, dedicated staff to LifeSpan, passed away from a long term illness. Many thanks for your services and condolences to the homes they served.**

Reminder: Kudo's are submitted using the Provide Request Form

Provider Kudos – Congratulate, support, or show appreciation for our Providers and/or their Staff!!

If you would like to publicly recognize someone with a kudos at the upcoming Clinical Services Provider Group meeting, please send to the Contracts Department Email at contracts@lifewayscmh.org. or use the Provider Request Form [here](#).

- *Name of person you are recognizing*
- *Organization of the person you are recognizing*
- *A small summary about what you are recognizing them for*
- *Your name and organization*

Genoa Healthcare Overview

**Tiffany Becken, RPh,
Director of Operations,
Genoa Healthcare**

- Tiffany Becken shared a PowerPoint regarding Genoa Healthcare, its history, its specialties, who they serve, the MED DROP program, and COVID vaccinations. View the PowerPoint [here](#).
tbecken@genoahealthcare.com
www.genoahealthcare.com

CPNM Updates

**Conner Gibbons,
Credentialing
Administrator, CPNM,
LifeWays**

- **COVID-19 Premium Pay Extension**
Extension of the premium pay will continue until July 9, 2021 and possibly extending past that date. We will keep providers updated.
- **Monitoring Data**
LifeWays CPNM department will be sending out reports to address specific areas of performance i.e., BHTEDS, overdue assignments, overdue IPOS, documents not signed in 3 days, inactive staff assignment, provider assignment issues as well as other issues. The data provided is to be used to improve as much as possible. If you have questions reach out to your provider liaison to try to work out solutions. Eventually these reports will be accessible via a portal.
- **COVID-19 Reporting**
Submission of COVID-19 reports will be required weekly, not daily. If positive, symptomatic, and/or exposure cases, they will still need to be reported the same day.
- **QBS/Safety Care update, CPI training**
Safety Care is in full roll out. QBS is no longer being used. Staff training is occurring agency by agency and we are working to get staff trained. Please contact the CPNM department or Kaitlyn Burnham for more information and scheduling.

Updates	Rick Van Wagoner, Provider Liaison, CPNM, LifeWays
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- Residential Monitoring
 - Quick mars
Quick Mars is an electronic medicine service offered through Genoa Healthcare. LifeWays is encouraging the enrollment in Quick Mars for all providers who are not signed up already. The deadline for enrollment is July 1, 2021. Please reach out to Jon Abbey at jabbey@genoahealthcare.com for more information. When your home is enrolled, please relay that information to Rick Van Wagoner rickvanwagoner@lifewayscmh.org
 - Residential Monitoring
 - ✓ LifeWays Rights Posters- Current
These posters must be posted within the home where it is easily viewed. They can be obtained by visiting the LifeWaysCMH.org website where you can have them printed for your home.
 - ✓ Please remember to notify UM, Brittany Bragg brittany.bragg@lifewayscmh.org and Rick Van Wagoner rickvanwagoner@lifewayscmh.org when a consumer vacancy occurs.
 - ✓ Make sure the current PCP is in the home for each consumer so staff are aware of what the goals are for each consumer.
 - ✓ Please notify of when a bed is open for long term hospitalization and or a long-term rehab situation.
 - ✓ Drop-Ins are occurring face to face.
- Genoa is providing COVID-19 vaccinations and can assist provider staff with obtaining. Contact Jon Abbey jabbey@genoahealthcare.org to schedule.

Face to Face Expectations	Rick Van Wagoner, Provider Liaison, CPNM, LifeWays
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- Face to Face Expectations
Complaints have been received by MDHHS-Behavioral Health & Developmental Disabilities Administration from consumers, beneficiaries, and families and other state agencies that CMH's have been denying or not offering Face to Face services and supports. View the letter [here](#). The BHDDA states that Face to Face services must be provided unless they cannot be provided safely, or the family specifically requests telehealth services. Essential elements of the PCP process and requirements can be seen by viewing the PowerPoint [here](#).

Q and A, Rick Van Wagoner

- None

30 Second PSA, Rick van Wagoner
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- **Reminder: Community Based and Professional Clinical provider meetings are separate and meet on the second Tuesday of these months: Feb, Mar, May, Jun, Aug, Sept, Nov., and Dec.**
- **When adding new LEO user requests please remember to allow 5 days for responses/updates. Always check your LEO messages for responses to your LEO helpdesk ticket.**

- 2 factor authorizations will be turned on for new users. Staff need to be aware of the use of a token or using the authenticator app.
- There are DIG sheets in the LEO help desk menu to assist staff in setting up the token and instructions on how to submit a help desk ticket.
- Information regarding using Adverse Benefit Letter within LEO was given by Alexis Shapiro. View the letter [here](#).
- Thank you for help with the surveys. The provider satisfaction survey is closed. The consumer satisfaction survey will close this Friday, March 12.

Attendance

Susan Wood	LifeWays
Melissa Frash	Community Alliance
Tiffany Becken	Genoa
Kimberly Rawlings	Beacon, VP of Operations
Roxie McUmbur	LifeWays
Beth Cooley	Renaissance
Angel Bail	Renaissance
Alexis Shapiro	LifeWays
Rick Van Wagoner	LifeWays
Jamie	
Cindy Keyes	LifeWays
Teri Miskowski	Rice Manor
Christina Hoffman	Hope Network
Brittany Bragg	LifeWays
Elizabeth Pierce	Beacon Sheffield
Jamie Bragg-Lovejoy	Hope Network
Shelly Keinath	DD Beacon Specialized Living
Connie Wilson	Christ Centered Homes
Cheryl Howard	Christ Centered Homes
Lisa Monk	Tenacious Living
Kristen Wright	LifeSpan
Amy Korman	
Tiffany Smith	Renaissance 2
Melody Dixon	
Tony Thomas	Christ Centered Homes
Ramon Beltran	Beacon Specialized Services
Barb Freysinger	LifeSpan
Conner Gibbons	LifeWays
Tiffany Becken	Genoa Healthcare
Makena L'Huillier	LifeWays